

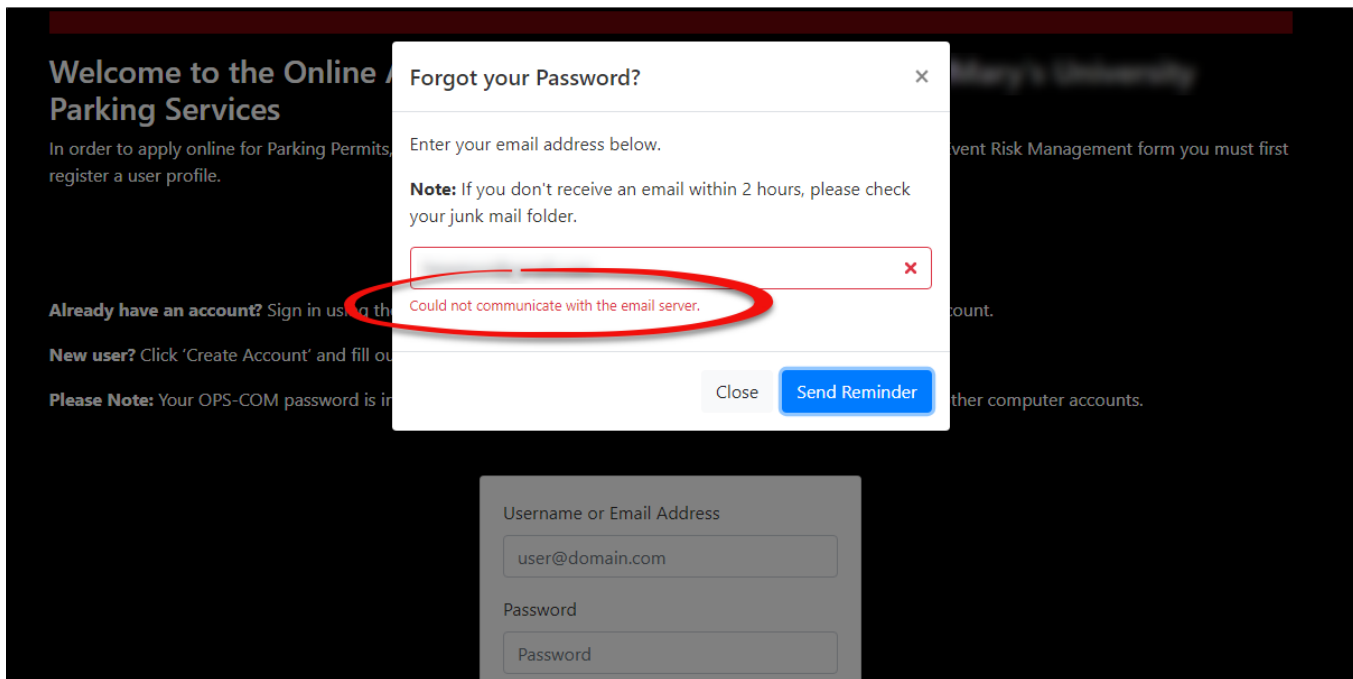
Email Server Communication Errors

This troubleshooting article will walk you through how you can fix the email server communication error messages that are received when you try to submit things such as the **Forgotten Password** form. The error message that you see would be something like **Could not communicate with the email server**.

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Finding Communication Errors

It is possible that if some of the system settings and classic system settings are not setup correctly to use a **From** address that you will receive a communication error as a response. One example, would be when trying to submit the **Forgot Password** form found on the userside login page. An error message of this nature would look something like this:



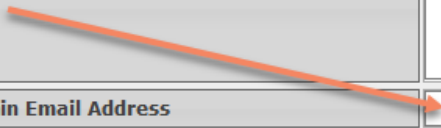
As mentioned this is because there is no **From** address setup in the system.

Fixing Communication Errors

 Please allow 10-15 minutes for the userside to update (Clear the cache) before you try the password reset or other mailing links again.

To fix this issue we would just need to update the **Reply-to Admin Email Address** found under **Classic System Settings**

Edit System Config	
System Name	Parking Services
System Description	Parking Services
Reply-to Admin Email Address	<input type="text"/>
Reply-to Security Email Address	<input type="text"/>
Mailing Address	<input type="text"/>



Once we have updated the email address this issue should be resolved. If the issue is still not resolved after completing these fields please contact support for further assistance.

Related Pages

- [Preview Spaces](#)
- [Recovering a Lost Password](#)
- [Reset Settings for OPS-COM for Android](#)